
State of New Hampshire Bureau of Developmental Services

**New Hampshire
Employment Leadership Committee**
*Presentation to NH Quality Council
March 17, 2021*



He-M 518.11

Oversight and Quality Improvement

He-M 518.11 (d):

The bureau shall develop and maintain an employment services leadership committee consisting of representation of employment professionals from area agencies, provider agencies, and the bureau of vocational rehabilitation.



Committee Membership

ABLE NH

Best Buddies International

Bureau of Developmental Services, NH DHHS

Bureau of Mental Health Services, NH DHHS

Bureau of Vocational Rehabilitation, NH DOE

Chesco, Inc.

Community Bridges

Community Crossroads

Community Partners

Community Support Network, Inc.

Disability Rights Center

Easterseals NH

Family Members

Gateways Community Services

Granite State Independent Living

Independent Services Network

Institute on Disability, University of NH

J Cook Workforce Solutions, LLC

Lakes Region Community Services

Monadnock Developmental Services

NH Council on Developmental Disabilities

NH Employment Security

Northern Human Services

One Sky Community Services

Opportunity Networks

Pathways of the River Valley

PLUS Company

The Moore Center

Self-Advocates

Work Opportunities Unlimited



He-M 518.11

Oversight and Quality Improvement

He-M 518.11 (e): The employment services leadership committee shall:

- (1) Review quarterly employment data reports, identify trends, and establish statewide employment benchmarks;



Employment Data Report

BDS contracts with the Institute on Disability to collect data and develop the EDR. Reports include:

- Employment totals;
- Regional data and trends; and
- Vendor Report which breaks down regional data by Vendor Agency.



Noteworthy data points

This data helps us better manage employment services in NH.

RECENTLY PUBLISHED REPORTS:

- FY2020: Q3 and Q4 (6 Months: January 1, 2020 – June 30, 2020).
 - 6 months instead of usual quarterly report because of challenges with data collection early in the pandemic.
 - Includes some pre-COVID data.
 - Additional “COVID Supplement” designed to detail impact of pandemic on employment (available on BDS website).
- FY2021: Q1 (July 1, 2020 – September 30, 2020).
- FY2021: Q2 (October 1, 2020 – December 31, 2020) is in progress.



Noteworthy data points

January 1st 2020 – June 30th 2020

1,554 workers (wage employed) at any point in 6 months (33.5% of those receiving services).

- Includes pre-COVID data, so impact of pandemic is not obvious.
- 983 COVID related layoffs during this time.
- Quarterly trends show decline in job totals.

	FY 2020 Q3 (1/1/2020 - 3/31/2020)	FY 2020 Q4 (4/1/2020 - 6/30/2020)	FY 2021 Q1 (7/1/2020 - 9/30/2020)	FY 2021 Q2 (10/1/2020 - 12/31/2020)*
Total Jobs	1,737	1,027	1,006	980

*Data not yet published



Noteworthy data points

Many individuals that were laid off did not return to work by end of 2020. By September 1,077 jobs were impacted by layoffs; only 212 (20%) had returned.

- Some jobs were eliminated, some not returning by choice (e.g., safety and/or health reasons).
- Something positive: Other data has remained stable (with slight increases).

	FY2020 Q3/Q4	FY2021 Q1	FY2021 Q2*
Employment Rate (including self-employment)	34.3%	21.3%	19.6%
Mdn Hourly Wage (by job)	\$9.00	\$9.15	\$9.25
Avg Hourly Wage (by job)	\$9.20	\$9.57	\$9.67
Mdn Hours Worked per Week (by job)	9 hours	12 hours	12 hours
Avg Hours Worked per Week (by job)	11.4 hours	13.2 hours	13.4 hours

* Data not yet published



Moving Forward

- Reports continue to be redesigned with accessibility in mind. The goal is to have completely accessible reports available online.
- Continue efforts toward quality improvement and collecting complete, timely data.
- Continue to monitor the impact of COVID on employment as daily life becomes less impacted by the pandemic.



Statewide Benchmarks

- Benchmarks are to be determined regionally, based on each Area Agency's employment data outcomes.
- The Statewide Employment Leadership Committee will request that each Area Agency review the data in their regions and respond to the Committee with specific benchmarks which will be reviewed on a quarterly basis.



He-M 518.11

Oversight and Quality Improvement

He-M 518.11 (e): The employment services leadership committee shall:

(2) Identify and ensure relevant employment training is available for individuals served, families, employment professionals, service coordinators and other agency personnel;



Statewide Trainings

- The Employment Leadership Committee ensures that ACRE (Association of Community Rehabilitation Educators) training is made available to all regions at various times throughout the year.
 - ACRE Training program is in final stages of being converted from in-person to an online program.
- UNH Institute on Disability is providing Staying Safe at Work train-the-trainer workshops targeted toward those who support individuals in volunteer or work positions.
- Other (specialized) trainings are made available at the Area Agency or through Vocational Rehabilitation ex. customized employment.



He-M 518.11

Oversight and Quality Improvement

He-M 518.11 (e): The employment services leadership committee shall:

- (3) Annually review the memorandum of understanding between the bureau of developmental services and the bureau of vocational rehabilitation;



Collaboration with Vocational Rehabilitation

- MOU between BDS and VR is under legal review with DHHS.
- Vocational Rehabilitation presented to Employment Leadership Committee to review their process.
- Overall MOU Focus in on Referrals (Process, Forms, Regional Meetings & Tracking).
- VR created a 2 page document of VR referral steps.
- VR Developed Referral Form and Referral Framework Process.



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Oversight and Quality Improvement

He-M 518.11 (e): The employment services leadership committee shall:

- (4) Provide an annual report to the developmental services quality council, established pursuant to RSA 171-A:33, at the end of each fiscal year;



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Oversight and Quality Improvement

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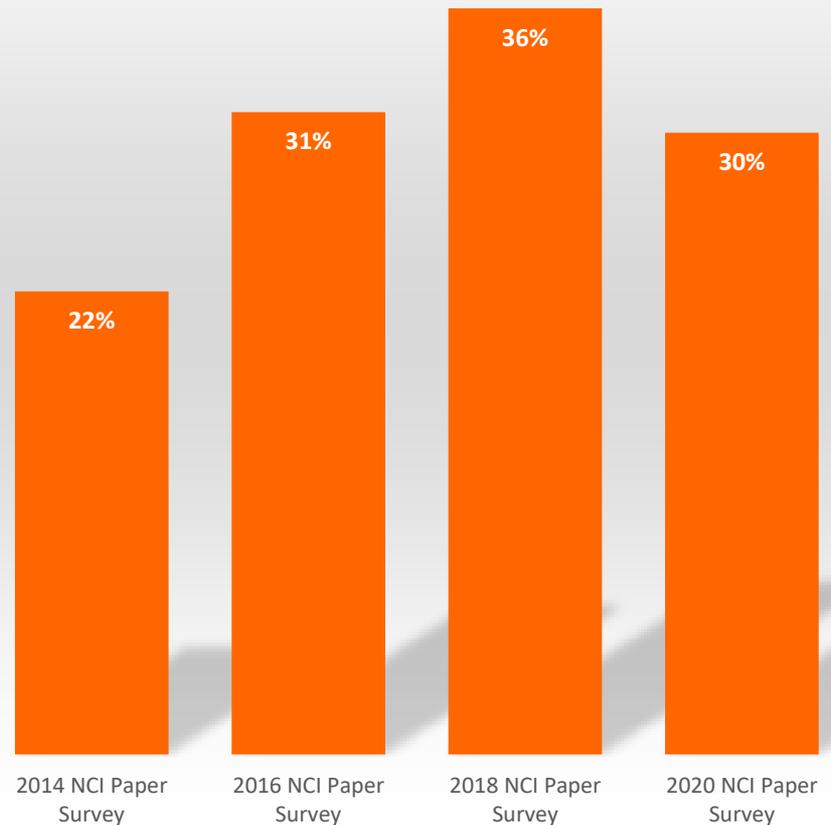
- (5) Review national core indicators and other relevant data to measure individual and family satisfaction with employment services; and



National Core Indicators

- NCI paper surveys for the next data collection cycle will be sent out in early January, 2022.
- Employment Leadership Committee will continue discussing employment related questions on NCI.

Percent of Survey Respondents Engaged in Competitive Employment



NCI Employment Responses

	2020 NCI Paper Survey		2018 NCI Paper Survey		2016 NCI Paper Survey		2014 NCI Paper Survey	
Total Sent	3620		3787		3567		2605	
Total Responses	1129		1071		835		573	
Percent Responded	31%		28%		23%		22%	
	Percent	Total Responses						
Family member works at a job in a local business alongside peers who do not have disabilities. Competitive employment.**								
Always/Usually; Yes	30%	342	36%	388	31%	255	22%	128
Family member participates in unpaid community activity. (i.e. volunteering, skills training, staff supported community connections)**								
Always/Usually; Yes	48%	537	61%	654	54%	453	57%	325
Does your family member have enough supports to work or volunteer in the community?								
Yes	67%	621	70%	615	68%	441	71%	369
Family would like help planning for employment services.								
Yes	20%	231	23%	245	23%	191		
If your family member left school services during the past year, did s/he have a transition plan?								
Yes	13%	50	15%	42	33%	74		
If yes, did the transition plan include getting or continuing work in a community job?								
Yes	42%	21	36%	21	38%	43		



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Oversight and Quality Improvement

He-M 518.11 (e): The employment services leadership committee shall:

(6) Support efforts to collaborate with business and industry.



Employment Leadership Awards

- Area Agencies develop connections with local businesses and industry by recognizing excellence across the state.
- 2020 Employment Leadership Awards were cancelled due to COVID. Preparation is underway for 2021 Awards to be held virtually or hybrid.

